Personnel and Administrative
Policy and Procedure

SUBJECT: Electronic Mail	**EFFECTIVE DATE: July 1, 2003** **REVIEWED:** **REVISED: December 2012**
CATEGORY: 500 **POLICY NUMBER: 500.4**	**CROSS REFERENCE:** **Information and Technology Resources** **Policy 500.1** **Internet Usage Policy and Procedure 500.2**

Purpose: To ensure the appropriate, cost effective and efficient use and operation of City e-mail systems.

Definitions

City: The local government agency known as the City of Milwaukie.

User: All persons accessing the City's e-mail service, whether authorized or not, including its employees, volunteers, City Council, and contractors.

Scope: All employees

Policy

1. All e-mail and associated system resources are the property of the City. E-mail is subject to the same restrictions on its use, and the same review process, as is any other City-furnished resource provided for the use of employees. Its use and content may be monitored.
2. E-mail usage must be able to withstand public scrutiny. Users must comply with all applicable policies and standards. This includes complying with copyright and license provisions with respect to both programs and data.
3. E-mail is provided as a business tool to users and is not to be used for personal use.
4. Users may not:
   - Use e-mail for commercial solicitation or for conducting or pursuing their own business interests or those of another organization.
   - Use e-mail to distribute hoaxes, chain letters, or advertisements, and/or send rude, obscene or harassing messages; or
   - Propagate viruses, knowingly or maliciously.
5. Users must not send, forward and/or reply to large distribution lists concerning non-government business.
6. Alleged inappropriate use of the e-mail technology will be reviewed by the City on a case by case basis and may lead to disciplinary action up to and including dismissal. For contractors, it may lead to cancellation of the contractual arrangement.
7. Managers must ensure that all users sign an **Electronic Mail Agreement**. This agreement may be incorporated into existing system access agreements.

Guidelines

City employees use electronic mail (e-mail) to communicate within and outside government. The proper use of this technology saves time and money, reduces administrative costs, and improves service. However, the improper use of this technology may jeopardize integrity, security, and service levels.

Access to e-mail is provided to users to assist them in performing their work. Their use of e-mail must not jeopardize operation of the system or the reputation and/or integrity of the City.

1. Users should carefully consider the intended audience, tone, formality, and format for all e-mail messages.
2. Any message received which is intended for another person should be returned to the sender. All copies of the misdirected message should be deleted after it has been returned to the sender. An incorrectly addressed message should only be forwarded to the intended recipient if the identity of that recipient is known and certain.
3. The sending of large attachments (for example, greater than 2 megabytes) to large distribution lists should be avoided because of the impact on the network. Rather, post one copy of the large document on the City's shared drive and inform the users where to look for the document.
4. If a message is sent to a distribution list, recipients should consider whether the response needs to go to everyone on the list or just to the originator.
5. The creation of single topic messages should be done whenever possible. This will facilitate filing, retrieval and forwarding messages.
6. The misinterpretation of an e-mail message may occur. Missing body language and tone can cause what was meant as a casual or humorous message to be taken other than intended. If a message generates an emotional response, the recipient should carefully consider what is an appropriate or professional response. Also, the recipient should consider if a response is needed at all and react accordingly.

Responsibilities

Users: All users are responsible for ensuring that their use of e-mail technology is appropriate and consistent with this policy.

Managers: For ensuring that all employees have signed **an Electronic Mail Agreement** and that it is placed in the employee's personnel file.

Managers and Supervisors, in cooperation with the Human Resources Director: For taking appropriate action when this policy is violated.

The Information Systems and Technology Director : For monitoring network usage in terms of traffic/load.